	<p>DELAWARE HEALTH AND SOCIAL SERVICES</p> <p>Division of Services for Aging and Adults with Physical Disabilities</p>	<p>Personal Emergency Response System Service Specification Elderly & Disabled Waiver</p>
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WAIVER SERVICE SPECIFICATION

1.0 SERVICE DEFINITION

- 1.1 A Personal Emergency Response System (PERS) includes an electronic device which enables a high-risk participant to secure immediate help in the event of a physical, emotional, or environmental emergency. The system is connected to the participant's phone and is programmed to signal the response center when a help button is activated. Once the button is activated, a signal is received by a response center which is operated by trained professionals who are responsible for assuring a response is provided to meet the emergency.

2.0 SERVICE GOAL

- 2.1 The emergency response system serves to eliminate the need for extensive supervision by alerting service providers in the event of an emergency.

3.0 SERVICE UNIT

- 3.1 There are three (3) units of service for PERS:
- 3.1.1 Installation cost
 - 3.1.2 Monthly rental fee
 - 3.1.3 Additional pendant charge

4.0 SERVICE AREA

- 4.1 Providers of emergency response are permitted to serve sub-areas of the state.

5.0 SERVICE LOCATION

- 5.1 A personal emergency response system must be provided in the home of the participant.


6.0 SERVICE DESCRIPTION

- 6.1 Personal emergency response systems are to be prior-authorized by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD). These systems may be voice activated or manually activated. The provision of an personal emergency response system must be under the jurisdiction of an agency that is recognized as having the expertise to install and supervise the equipment and services being provided.

7.0 SERVICE STANDARDS

- 7.1 The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.



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- 7.2 The provider shall not enter into any subcontracts for any portion of the coordination of services covered by this contract without obtaining prior written approval from DSAAPD.
- 7.3 The provider must develop and maintain policies and procedures for the delivery of Personal Emergency Response Systems (PERS).
- 7.4 The provider must install the equipment within a maximum of ten (10) days of authorization, unless otherwise directed by DSAAPD.
- 7.5 The provider must have the capacity to receive and respond to participant contact 24 hours a day, 7 days a week. Response must be made by a trained professional.
- 7.6 The provider will educate the participant on the operation of the system.
- 7.7 The provider must instruct participants of the need to test equipment at least once a month and of the need to inform the provider of maintenance problems.
- 7.8 The provider will respond to reports of equipment problems/maintenance requests within 48 hours.
- 7.9 The provider will maintain and update bi-annually the list of emergency contacts.
- 7.10 The provider will provide DSAAPD with a monthly report of PERS activity.
- 7.11 The provider will have written operational policies and procedures.
- 7.12 Participants must be able to demonstrate the ability to assess their care needs, recognize an emergency situation, and be able to utilize the emergency response system
- 7.13 If a participant permanently moves from one location to another within the State, services cannot be automatically transferred. A DSAAPD re-assessment will be required.
- 7.14 The participant is responsible for the proper handling of the personal emergency response equipment. The provider may bill the participant for lost or damaged equipment.
- 7.15 The provider will maintain participant's right of privacy and confidentiality.
- 7.16 The provider must comply with DSAAPD quality assurance initiatives related to this program.

